To
Ontario Government Programs & Services for Persons with Disabilities

92-00745/

The Ontario Office for Disabled Persons has gathered information from 23 Ministries across the Ontario Government. Telephone numbers have been supplied so that you have direct access.

Should you encounter problems, please call the information unit at the Office for Disabled Persons. The toll-free number from anywhere in Ontario is 1-800-387-4456 (TDD, same number). Toronto callers should dial (416) 326-0111 (Voice) or (416) 326-1778 (TDD).

Access

Ontario Human Rights Code 5
Blind Persons Rights Act 6
Libraries 7
The Arts 7
Museums 8
Intervenor Services 8
Consumer Information Centre 9
Government Buildings 9
Public Buildings 10

Ontario Office for Disabled Persons

Ontario Office for Disabled Persons 11
Ontario Advisory Council for Disabled Persons 11
Access Fund 12
Community Action Fund 12

Accommodation and Support Services

Geared to Income Housing and Modifications 13
Non-Profit Housing Program 13
Convert-to-Rent 14
Rent Supplement Program 14
Ontario Home Renewal Program for Disabled Persons 15
Homelink 15
Disabled and Seniors in the Community Program 17
Attendant Care 17
Community Services for Developmentally Disabled Persons 18
Facility Services for Developmentally Disabled Persons 19
Homemakers and Nurses Service Program .. 19
Community Residences 20
Home Care Program Services 20
Health Support Services in the School Setting 22
Homes for Special Care Program 22

Awards

Community Action Awards 24
Premier's Awards for Accessibility 24
The Ontario Honours and Awards Secretariat 24

Education

Elementary and Secondary Schools Programs 26
Schools for Visually Impaired Persons 27
Schools for Hearing Impaired Persons 27
Demonstration Schools for Students with Severe Learning Disabilities 29
Personalized Special Instructional Equipment Grant 30
Children's Treatment Centres 31
Programs of Education in Non-School Settings 31
Postsecondary Education Facilities for Disabled Students 31
Colleges of Agricultural Technology 32
Transcription Services for Postsecondary Students 33
Educational Support Services 33
Student Bursaries 34

Employment

Equal Employment Opportunities 35
Vocational Rehabilitation Services 35
Vocational Rehabilitation Workshops 36
Environmental Youth Corps Program 36
Youth Employment Programs 36
Employment Standards Act and Regulations . 37
Centre for Disability and Work 38
Occupational Health and Safety Act 39
Workers' Compensation Board of Ontario ... 39
Office of the Worker Advisor 40
Vocational and Psychiatric Rehabilitation Services 40
Services to Small Business 43
The Small Business Start-up Hotline 43

Health Services

Assistive Devices Program 44
Genetic Services 45
Perinatal Care 45
Infant Care 45
Psychiatric Hospital Programs 46
Community Mental Health Services Program 46
Chronic Hospitals and Chronic Units in Public Hospitals 46
Out-Patient Rehabilitation Centres 47
Physical Medicine and Rehabilitation Services in Public Hospitals 47
Special Rehabilitation Units and Hospitals . . 47
Geriatric Day Hospitals 48
Acquired Brain Injury Treatment Centre 48
Cleft Lip and Palate 49
Ontario Health Care 49

Income Maintenance

Sales Tax Exemptions 52
Family Benefits Allowance GAINS D 52
Supplementary Aid and Special Assistance . . 53

Recreation and Travel

Ontario Provincial Parks 54
Recreation and Leisure 54
Ontario Travel 55
Provincial Games for Disabled Persons 56
Grants Program 56
Other Programs and Services 56
Ontario Place 57
Exploring the Environment with Disabled Persons 57

Services for Children

Autistic Children and Adults 58
Services for Emotionally Disturbed Children and Youth 58
Child Care Services 58
Disabled Children's Benefits 58
Special Services at Home 59
Child Welfare Services 59
Children's Treatment Centres 60

Transportation

Transit Office 61
Municipal Parking Programs and the Disabled Person Parking Permit 61
Motor Vehicle Safety Inspection Program . . . 62
Co-ordinator, Transportation for Disabled and Elderly Persons 62
Vehicles for Personal Use 63

Information Sources

Northern Development Officers 64
Office for Senior Citizens' Affairs 64
The Ontario Office for Disabled Persons 65
Freedom of Information and Protection of Privacy Act 65
Office of the Ombudsman 66

General Inquiry Numbers

Ontario Government 67
Ontario Government TDD numbers 67
District/Regional Numbers 69

Ontario Human Rights Code

The Human Rights Code of the province of Ontario protects, among others, mentally and physically disabled persons from discrimination in these areas:

- services, goods, facilities;
- accommodation;
- contracts;
- employment and trade unions, trade or vocational associations, or self-governing professions.

The Code forbids harassment of disabled persons in the areas of employment and accommodation. It also forbids reprisals against anyone lodging a complaint. The Ontario Human Rights Commission publishes several brochures on this topic.

For further information or literature, contact your nearest Ontario Human Rights Commission office, listed in the telephone directory or:

Ministry of Citizenship
Ontario Human Rights Commission
12th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-6841
(416) 965-6871 (TDD)
1-800-387-9080 (Toll-free, Voice/TDD)

Blind Persons Rights Act

Enacted in 1976, the Act ensures rights of blind persons who depend on dog guides to be granted accommodation, services or facilities available in any place to which the public is customarily admitted.

Simply stated, it is against the law to discriminate against persons whose blindness makes them dependent on white canes or dog guides. Dog guide users living in Ontario carry identification cards which state the law. Visitors to the province will have a card identifying themselves and the dog guide. These cards will be shown on request and must be honoured.

For further information or to apply for an identification card, picturing the dog guide and blind owner, contact:

Ministry of the Attorney General
Human Resources Branch
3rd Floor, 720 Bay Street
Toronto, Ontario M5G 2K1
(416) 326-4547 (Collect calls accepted from within Ontario)
(416) 326-4011 (TDD)

Libraries

The Public Library Services Unit of the Ministry of Culture and Communications is responsible for the promotion, development and enhancement of public library services for disabled persons in Ontario. A consultant deals directly with the Ontario Library Service area office and local libraries by providing information, consultation and education assistance to library staff and trustees. The consultant also maintains liaison with other organizations that serve disabled persons and provides input for policy development.

For further information or assistance, contact:

Ministry of Culture and Communications
Libraries and Community Information Branch
3rd Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-2696 (Collect calls accepted from within Ontario)

The Arts

Disabled patrons can check facilities at art galleries and theatres with the following organizations:

Ontario Association of Art Galleries
2nd Floor, 439 Wellington Street West
Toronto, Ontario M5V 1E7
(416) 598-0714

Theatre Ontario
6th Floor, 344 Bloor Street West
Toronto, Ontario M5S 1W6
(416) 964-6771

In the Toronto vicinity only, contact:

Toronto Theatre Alliance
720 Bathurst Street, Suite 502
Toronto, Ontario M5S 2R4
(416) 536-6468

Museums

A Museum Note detailing practical information on community museums and accessibility for disabled visitors is available from the Heritage Branch of the Ministry of Culture and Communications.

The primary objective of this publication is to familiarize museum staff with the needs and concerns of disabled persons, as identified within the museum context.

To receive a copy, contact:

Heritage Branch
Ministry of Culture and Communications
2nd Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-3937 (Collect calls accepted from within Ontario)

Intervenor Services

The Ministry of Community and Social Services, in co-operation with the Canadian National Institute for the Blind and the Canadian Deaf-Blind and Rubella Association, provides communication and other support services to assist deaf-blind persons to have access to a range of information.

For further information, contact your nearest CNIB office, as listed in the telephone directory.

If there is not a CNIB office in your area, contact the nearest Ministry of Community and Social Services office listed on page 71 of this guide or the CNIB Toronto office:

Canadian National Institute for the Blind
Deaf-Blind Services
1929 Bayview Avenue
Toronto, Ontario M4G 3E8
(416) 480-7417 (Voice)
(416) 480-7419 (TDD)

For information on schools for deaf-blind persons, please see the W. Ross MacDonald School on page 29 of this guide.

Consumer Information Centre

The Consumer Information Centre at 555 Yonge Street in Toronto provides a wide range of informative and educational materials for consumers.

The Centre also informs speech/hearing impaired persons through the use of a special telephone device (TDD).

For further information, contact the Consumer Information Centre in person or by telephoning or writing:

Ministry of Consumer and Commercial Relations
1st Floor, 555 Yonge Street
Toronto, Ontario M7A 2H6
(416) 326-8555 (Toronto area)
1-800-268-1142 (Toll-free, excluding area code 807)

Residents in area code 807 call collect:
(416) 326-8555

(416) 326-8566 (TDD, Collect calls accepted from within Ontario)

Government Buildings

Ontario Government buildings are made accessible to disabled persons, where possible, through the provision of ramps, washroom facilities and other modifications.

Technical advice related to design features for disabled persons, in new buildings and existing facilities, is provided by the Office of Barrier Free Design.

Address inquiries and suggestions regarding the improvement of accessibility to:

Ministry of Government Services
Design Services Branch
Office of Barrier Free Design
10th Floor, Ferguson Block, Queen's Park
Toronto, Ontario M7A 2G3
(416) 965-2806

Public Buildings

The Ontario Building Code is continually under review to help meet the needs of disabled persons.

The Code applies to new buildings and to extensions or material alterations to existing buildings. Some examples of these include auditoriums, churches, lecture halls, restaurants, banks, department stores, public service buildings and parking garages.

Office buildings must have accessible washrooms and recreation facilities must provide accessible locker rooms and showers.

For further information, contact:

Ministry of Housing
Ontario Buildings Branch
2nd Floor, 777 Bay Street
Toronto, Ontario M5G 2E5
(416) 585-6657

To purchase copies of the Building Code, contact:

Ministry of Government Services
Publications Centre
5th Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 326-5300
1-800-668-9938 (Toll-free)
or in person at:

Ministry of Government Services
Publications Ontario
1st Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 326-5320

Ontario Office for Disabled Persons

The Ontario Office for Disabled Persons has four primary responsibilities: public inquiry, promotion and awareness of the abilities of disabled persons, community liaison and bringing the disability perspective to the policy making process.

The Office is a focal point in promoting awareness of the government's programs and services and represents the needs of the disabled community at the formulation stage of policy development.

For further information, contact:

Ontario Office for Disabled Persons
Suite 201, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0111 (Voice/TDD)
1-800-387-4456 (Toll-free, Voice/TDD)

Ontario Advisory Council for Disabled Persons

The Ontario Advisory Council for Disabled Persons provides advice to the government on a wide range of matters pertaining to disabled persons. Members are appointed to Council from across the province.

Council meets regularly in Toronto and holds meetings or public forums throughout the province and is always interested in hearing from groups or individuals representing those with disabilities.

For copies of the annual report and further information, contact:

Ontario Advisory Council for Disabled Persons
Suite 203, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0140 (Voice/TDD, Collect calls accepted)

Access Fund

The Access Fund is a grants program for non-profit community groups who wish to improve physical accessibility for disabled persons and senior citizens to existing community meeting rooms and public facilities.

The fund, a joint program of the Office for Disabled Persons and the Office for Senior Citizens' Affairs, provides grants of up to $50,000 to private sector non-profit organizations and agencies serving disabled persons and senior citizens.

For further information, contact:

Access Fund Co-ordinator
Office for Disabled Persons
Suite 201, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0166 (Voice/TDD)
1-800-387-4456, Ext.66 (Toll-free, Voice/TDD)

Community Action Fund

The Community Action Fund is a program for non-profit community groups. It is designed to assist, primarily consumer groups, in achieving equality in the broad community by providing grants for time-limited projects.

For further information, contact:

Community Action Fund Co-ordinator
Office for Disabled Persons
Suite 201, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0144 (Voice/TDD)
1-800-387-4456 Ext.44 (Toll-free, Voice/TDD)

Geared to Income Housing and Modifications

Ontario Housing Corporation, part of the Ministry of Housing, provides rent-geared-to-income accommodation to qualified applicants, including disabled persons.

Physically disabled adults are eligible to apply for subsidized housing provided they are able to live independently. Where practical, modifications such as the installation of grab bars in washrooms may be made to meet the needs of the individual.

Developmentally and psychiatrically disabled adults are also eligible for rent-geared-to-income housing. Such persons must be capable of independent living.

Rent-geared-to-income housing is managed by 56 local housing authorities. Each housing authority receives and assesses applications for assisted housing in its own area. Inquiries should be directed to local housing authority offices, listed in the blue pages of the telephone directory under the Ministry of Housing.

Non-Profit Housing Program

A variety of programs help non-profit housing agencies to produce modest, cost-efficient housing for persons with low to moderate incomes.

Rents in some of the units are based on household incomes rather than on the size or type of housing.

These units are available to several client groups including disabled persons if they are capable of living independently.

A portion of the units are distributed to housing agencies wishing to produce housing for people requiring some form of support care services.

Units rented at market price are available to anyone on a first-come-first-served basis.

For further information, contact your nearest Ministry of Housing regional office, listed on page 72 of this guide.

Convert-to-Rent

The Convert-to-Rent program has been expanded to include loan assistance for the production of hostel type accommodation for single persons, as well as new rental housing within single family accommodations.

Convert-to-Rent's main aim is to help produce moderate-cost market rental apartments, primarily through converting non-residential properties. Interest-free loans of $7,000 per unit are available.

Units for physically disabled persons qualify for special additional loans of $5,000 if they are designed for wheelchair access. This recognizes the extra costs associated with making properties accessible to disabled persons. Some of the apartments in multi-unit projects may be made available under the Rent Supplement Program.

For further information, contact your nearest Ministry of Housing regional office listed on page 72 of this guide.

Rent Supplement Program

Ontario Housing Corporation acquires the use of rental units in properties not owned by the corporation, with qualified tenants paying rent based on their incomes.

The federal and provincial governments subsidize the difference between the rent paid by tenants and the full rental rate negotiated between the corporation and the landlord.

The landlord chooses prospective tenants from the local housing authority priority list for rent-geared-to-income housing.

For further information, contact your local housing authority office, listed in the blue pages of the telephone directory under the Ministry of Housing.

Ontario Home Renewal Program for Disabled Persons

The Ontario Home Renewal Program for Disabled Persons (OHRP-D) offers assistance to disabled homeowners, or homeowners with permanently resident disabled dependents, for modifications or additions that make a home more suitable for a disabled occupant.

Forgivable interest-free loans of up to $15,000 are available. The maximum income for applicants is $60,000.

To qualify for OHRP-D a home must meet municipal standards. If a home does not currently meet these standards, eligible homeowners may apply for conventional OHRP loans of up to $7,500 as the first stage of their modifications.

For further information, contact the Ministry's nearest regional office, listed on page 72 of this guide.

Homelink

Homelink is a pilot project of the Ontario Office for Disabled Persons to assist disabled persons in ten communities in finding suitable rental accommodation.

Homelink Centres are operated by the following agencies:

- Independent Living Services for Thunder Bay Inc.
  (807) 345-6157
- North Bay and Area Centre for the Disabled
  (705) 474-3855
- Housing Registries Office,
  Regional Municipality of Ottawa-Carleton
  (613) 560-1366
- London Regional Office-
  Ontario March of Dimes
  (519) 433-7221

- Independent Living Centre,
  Waterloo
  (519) 746-2700
- Timmins Handicapped Residential Action Group,
  Timmins
  (705) 268-2240
- Independent Living Centre,
  Kingston
  (613) 542-8353
- Barrie and District Association for the
  Physically Disabled
  (705) 737-0030
- Housing Information Services,
  Windsor
  (519) 255-6327
- Guelph Services for the Physically Disabled,
  Guelph
  (519) 836-1812

The centres provide computerized listings of accessible housing including private units, non-profit housing and co-operatives. The listings describe each unit's location, size, rent and level of accessibility.

For further information, contact:

Housing Policy Co-ordinator
Office for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0201
1-800-387-4456 (Toll-free, Voice/TDD)

Disabled and Seniors in the Community Program

Administered by the Ministry of Revenue, the program allows property owners to claim a property tax exemption for home improvements made to accommodate people of any age with physical or mental disabilities which would otherwise require that they live in institutions.

For further information, contact the Ministry of Revenue's multilingual Information Centre toll-free:

Metro Toronto	965-8470
All Other Areas	1-800-263-7965
French Language Inquiries	1-800-668-5821
TDD	1-800-263-7776

or, contact the nearest Property Assessment regional office directly, listed in the blue pages of the telephone directory.

Attendant Care

The Ministry of Community and Social Services, in co-operation with the Ministry of Housing, provides funding and guidelines for support services to physically disabled adults, living in designated apartment projects, on a 24-hour basis. Services include various types of personal care, housekeeping, meal preparation and laundry service. Food costs are the responsibility of residents and rent is paid on a geared-to-income formula.

Outreach Attendant Care provides personal attendant care to some disabled adults living in their own homes.

For further information, contact a Ministry of Community and Social Services office, listed on page 69 of this guide.

Community Services for Developmentally Disabled Persons

There are many support services available to assist developmentally disabled adults to live independently in the community. In addition, there are services for developmentally disabled children administered by the Ministry of Community and Social Services, community agencies and facilities for developmentally disabled persons. Services for adults and children may include:

- accommodation and special residences, group homes and individualized residential situations;
- parent relief and respite care;
- family support services;
- adult protective services;
- recreational and social activities;
- infant development;
- day nurseries;
- skills training in communication, appropriate behaviour, daily living and other areas;
- specialized program for children with additional disabilities such as hearing or sight loss;
- assessment and diagnostic facilities, and community outreach programs.

For further information, contact the nearest Ministry of Community and Social Services office, listed on page 69 of this guide.

Facility Services for Developmentally Disabled Persons

These facilities provide programs and services for developmentally disabled persons and their families including comprehensive treatment and training. They also support the development of community-based programs and accommodation to aid integration into the community.

Also available are residential care, assessment and diagnostic services, parent relief services as well as treatment programs including behaviour modification, social and recreational activities and consulting/advisory services.

Selected facilities conduct research and education into the causes, prevention, and treatment of developmental disabilities. For further information, contact a local Ministry of Community and Social Services office, listed on page 69 of this guide.

Homemakers and Nurses Service Program

Under this program homemakers and nurses will visit elderly, disabled or convalescent people so they can remain in their homes instead of going to a hospital or other institution.

Homemakers may prepare meals, shop, do light laundry and cleaning or provide personal care services such as dressing. Nurses provide health care.

These support services are administered by the social services department of local municipalities, which may use their own nurses and/or homemakers or the services of agencies such as the Victorian Order of Nurses, the St. Elizabeth's Order, the Canadian Red Cross Society and the Visiting Homemakers Association. Part of the funding for this program is provided by the Ministry of Community and Social Services.

Payment for these services is according to the recipient's ability to pay. To be eligible, the recipient must live in the municipality.

For further information, contact a local municipal social services office or the nearest area office of the Ministry of Community and Social Services, listed on page 69 of this guide.

Community Corrections Residences

Accommodation in community residential settings is provided with the assistance of the Ministry of Correctional Services in a number of areas across the province, for clients who have physical and/or learning disabilities.

Clients are referred to the facilities by the superintendents of the institutions where they are incarcerated, or by the parole board or probation staff.

For further information, contact:

Ministry of Correctional Services
Residential Services Unit
Community Corrections Branch
P.O. Box 4100
456 Ferguson Street
North Bay, Ontario P1B 1X4
(705) 494-4100

For further reference to group homes, refer to "Attendant Care" on page 17 of this guide.

Home Care Program Services

Acute Home Care: This program funds and co-ordinates health care services to Ontario residents living in their homes who meet the program's eligibility criteria. Patients may be admitted to the program either from hospital or directly from the community.

Multi-disciplinary teams of professionals and support personnel provide visiting services to patients referred to the program by their physicians. Services include nursing, physiotherapy, occupational therapy, nutritional counselling and homemaking.

For further information, see address and telephone number under Health Support Services in the School Setting.

Chronic Home Care: Ontario residents requiring a minimum of three professional visits a month in their homes are eligible for Chronic Home Care. Services are similar to those in the Acute Home Care Program and they enable recipients to live in their homes for as long as possible. A more detailed description of the program is outlined in the pamphlet, Home Care Program: There's no place like home.

For further information, see address and telephone number under Health Support Services in the School Setting.

New Integrated Homemaker Program: This new Ministry of Community and Social Services program is delivered through the Ministry of Health's Home Care Programs. It has been implemented in 18 locations, and will be established across the province in phases. This program provides a number of necessary services in the home for frail seniors and disabled adults whose activities are limited and who require help to remain in their own homes. Services such as help with personal grooming, meal preparation, laundry, shopping and light housekeeping duties are among the services offered under the program.

The provision of these services is based solely on the need for services rather than financial or medical criteria in the selected locations.

For further information, see address and telephone numbers under Health Support Services in the School Setting.

Health Support Services in the School Setting

Health care services can be provided to students enrolled in special education programs and to those with special needs for health treatment services who would otherwise be unable to attend school. Working in co-operation with local school boards and parents, local Home Care Programs ensure that the needs of the child are carefully assessed.

Appropriate programs may include visits to the child in school by a nurse, physiotherapist, occupational speech pathologist and/or nutritionist. The Home Care Program can also provide consultation and instruction to school personnel.

For further information on the above services, contact the nearest office of the Ministry of Health, Home Care Program, listed on page 70 of this guide, or:

Ministry of Health
Communications and Information Branch
9th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101
or Zenith 69100

Homes for Special Care Program

The Homes for Special Care Program is funded by the Ministry of Health to provide nursing care and/or supervised accommodation in the community for discharged patients from provincial psychiatric hospitals.

The Homes provide three levels of care: extended care, intermediate care and residential care. Extended and intermediate care are provided in licensed nursing homes, while residential care is provided in private homes.

The Homes for Special Care Program is co-ordinated provincially through the Community Mental Health Branch. At the local level, service is provided by Homes for Special Care field staff in the ten provincial psychiatric hospitals.

For further information contact:

Ministry of Health
Community Mental Health Branch
4th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 963-2757

Community Action Awards

The Ontario Office for Disabled Persons honours the achievements of persons with disabilities who have made significant contributions to their community or the province as a whole, and individuals (disabled or not) who have extensive involvement with disabled persons. Nominations may be made by any person or organization. The awards are presented annually.

For further information, contact:

Special Projects Officer
Office for Disabled Persons
Suite 201, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0134
1-800-387-4456 (Toll-free, Voice/TDD)

Premier's Awards for Accessibility

The Premier's Awards for Accessibility honour Ontario architects, landscape architects, engineers and designers for excellence in the design of buildings and environments that provide ease of access. The annual awards program is sponsored by the Ontario Office for Disabled Persons. Submissions are judged by a panel of experts.

For further information, contact:

Special Projects Officer
Office for Disabled Persons
Suite 201, 2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0134
1-800-387-4456 (Toll-free, Voice/TDD)

The Ontario Honours and Awards Secretariat

The Ontario Honours and Awards Secretariat co-ordinates nominations for: the Order of Ontario, the Ontario Medal for Good Citizenship, and the Police Bravery and Firefighters Bravery Awards. As well, the Secretariat can

provide general information on all other awards offered by the provincial government.

For further information, contact:

Ontario Honours and Awards Secretariat
6th Floor, Mowat Block
900 Bay Street
Toronto, Ontario M7A 1C2
(416) 965-8944

Elementary and Secondary Schools Programs

School boards provide special education programs and services for their exceptional pupils. This includes pupils who may be physically or learning disabled, blind, deaf, gifted and/or developmentally disabled. To assist school boards with the cost of the required programs and services, the Ministry of Education provides additional grants. These are used for the provision of:

a) special education teachers and support staff;
b) supplies, materials and equipment;
c) programs that are in place of programs offered by provincial schools for blind and deaf persons;
d) special transportation allowance for adapted vehicles and individualized transportation;
e) capital grants allowances for altering existing facilities to accommodate disabled pupils;
f) grants for personalized special equipment.

At present, school boards are encouraged to provide, directly or indirectly, a continuum of services that would provide as full a range of placements as possible to meet the needs of each exceptional pupil.

For further information, contact your local school board listed in the telephone directory, under Ministry of Education.

Schools for Visually Impaired Persons

The W. Ross MacDonald School, a residential school in Brantford, provides instruction from kindergarten on through secondary school graduation, for visually impaired and deaf/blind students for whom no suitable program is available through local school boards.

Additionally, the school provides training for teachers of blind and deaf-blind persons, provides large print, braille and audio tape learning materials to school-aged and postsecondary students on request and serves as a provincial resource centre offering consultative and assessment services to school boards which are developing educational programs for visually impaired persons.

For further information, contact:

W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Schools for Hearing Impaired Persons

These schools provide educational instruction from kindergarten to secondary school graduation, for hearing impaired students for whom no suitable local board program is available.

They serve as regional resource centres, providing consultative services to school boards developing local programs, providing audiological, psychological and language assessment services and counselling for parents of pre-school children.

The schools are:

Sir James Whitney School
350 Dundas Street West
Belleville, Ontario K8P 1B2
(613) 962-5361
(613) 962-6566 (TDD)

Ernest C. Drury School
255 Ontario Street South
Milton, Ontario L9T 2M5
(416) 878-2851
(416) 878-7195 (TDD)

Robarts School
1090 Highbury Avenue
P.O. Box 7300
London, Ontario N5Y 4V9
(519) 453-4400 (Voice/TDD)

Demonstration Schools for Students with Severe Learning Disabilities

The Ministry provides services for students with severe learning disabilities, who require a residential school setting, in four Demonstration Schools. Programs are provided for students between the ages of six and twenty-one.

The Trillium, Sagonaska and Robarts schools are operated directly by the Ministry of Education, with English as the language of instruction.

The Centre Jules-Leger is funded by the Ministry of Education under a contractual agreement with the Faculty of Education of the University of Ottawa.

The Faculty of Education is responsible for the delivery of programs for Francophone students with severe learning disabilities and also for students who have hearing impairments.

An in-service teacher education component is provided at each demonstration school.

For further information, contact:

Trillium School
347 Ontario Street South
Milton, Ontario L9T 3X9
(416) 878-8428

The Robarts School/LD Unit
1090 Highbury Avenue, Box 7300
London, Ontario N5Y 4V9
(519) 453-4400

Sagonaska School
350 Dundas Street West
Belleville, Ontario K8P 1B2
(613) 962-8658

Centre Jules-Leger
200 Wilbrod St.,
Ottawa, Ontario
(613) 234-0166

Personalized Special Instructional Equipment Grant

Grants are provided to school boards for the purchase of person-lized instructional equipment for disabled pupils, e.g., phonic ear, controlled reading machines, speech trainer, etc., only upon the verification of a clinician and an educator.

Printed material describing the program is available from the Ministry of Education's six regional offices:

Northwestern Ontario Region-
Thunder Bay
(807) 475-1581

Midnorthern Ontario Region-
Sudbury
(705) 675-4436

Northeastern Ontario Region-
North Bay
(705) 474-7210

Eastern Ontario Region-
Ottawa
(613) 225-9210

Western Ontario Region-
London
(519) 472-1440

Central Ontario Region-
Willowdale
(416) 491-0330

Children's Treatment Centres

The Ministry of Education shares the cost of providing education and other services to physically disabled children at treatment centres across Ontario.

For further information on education programs in Children's Treatment Centres, contact:

Ministry of Education
Special Education Branch
17th Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 1L2
(416) 965-2662

Programs of Education in Non-School Settings

Local school boards provide instruction for school-age children who are homebound or hospitalized due to temporary illness or disability.

The minimum three hours per week instruction may be augmented by correspondence courses.

For further information, contact the local school board or:

Ministry of Education
Special Education Branch
17th Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 1L2
(416) 965-2662

Postsecondary Education Facilities for Disabled Students

Students with special needs, attending almost any one of Ontario's postsecondary institutions will find their needs at least partially accommodated. A Special Needs Co-ordinator is available at all Ontario universities, colleges of applied arts and technology, Ryerson Polytechnical Institute and Ontario College of Art.

Support services are provided for hearing impaired students. Sign language or oral interpreters, note takers and/or amplification devices are available free of charge to part-time students enrolled in credit courses at postsecondary institutions.

Audio and braille transcription services are provided. Transcriptions of textbooks and other resource materials are available free of charge to print handicapped students taking credit courses at postsecondary institutions.

The Ministry of Colleges and Universities publishes a directory of these institutions entitled, Horizons, a guide to postsecondary education in Ontario, which contains information on academic and financial services. Each institution also has listings of the facilities for students with special needs which are available at each college and university in Ontario.

Ministry of Colleges and Universities
Public Inquiries Unit
13th Floor, Mowat Block
900 Bay Street
Toronto, Ontario M7A 1L2
(416) 965-6407
1-800-263-2892 (Toll-free, Voice/TDD)

Colleges of Agricultural Technology

The five Colleges of Agricultural Technology operated by the Ministry of Agriculture and Food have made efforts to increase the level of accessibility available to students with special needs. Many new buildings have been designed to be accessible and, where possible, older buildings are being modified with ramps, accessible washrooms and other facilities.

For further information, contact:

Ministry of Agriculture and Food
Education and Research Division
P.O. Box 1030
Guelph, Ontario N1H 6N1
(519) 767-3604

Transcription Services for Postsecondary Students

The Ministry of Education offers a braille and audio transcription service for postsecondary students who are print handicapped. Students can make requests through their postsecondary institution or the W. Ross MacDonald School for transcriptions of course-related textbooks and reference materials.

For further information, contact any college or university, or:

W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Educational Support Services

Educational Support Services is a Ministry of Colleges and Universities sponsored program, administered by the Canadian Hearing Society. This program provides sign language or oral interpreters, notetakers, and amplification devices for hearing impaired students attending Ontario postsecondary institutions.

Priority is given to part-time students because full-time students generally have access to funding for these support services from the Ministry of Community and Social Services.

For further information, contact your local college or university or:

Co-ordinator, Educational Support Services
Canadian Hearing Society
Interpreter Services
271 Spadina Road
Toronto, Ontario M5R 2V3
(416) 964-9595
(416) 964-0023 (TDD)

Student Bursaries

The Ministry of Northern Development and Mines, in conjunction with the Ministry of Community and Social Services and the Ministry of Health, provides bursaries of $5,000 or $7,500 each, to students in social services and certain health services programs to locate in Northern Ontario. One year of service for each year of bursary is required, with the hope the graduate will remain in Northern Ontario.

Bursaries are provided for the following disciplines: physicians; physician specialists; dentistry; speech pathology/audiology; occupational therapy; physiotherapy; chiropody; psychometry; clinical psychology and social work.

Bursaries granted to graduates of these disciplines are funded by the Ministry of Northern Development and Mines and administered by the Ministries of Health and Community and Social Services.

For the nearest Northern Development Officer, see page 74 of this guide.

Equal Employment Opportunities

Persons with Disabilities is one of the five designated groups under the government Employment Equity Program. One goal of this program is to provide persons with disabilities increased access to jobs within the Ontario Public Service (OPS). Individuals are advised to contact ministries directly and inquire about any employment equity initiatives they may have developed for persons with disabilities

The Human Resources Secretariat provides corporate policy and direction to the OPS Employment Equity Program. Government policy provides for equality of employment opportunities for persons with disabilities in the Ontario Public Service. Human Resources Secretariat initiatives in support of this policy include:

- outreach recruitments, in co-operation with agencies for disabled persons, through the Council of Equal Employment for the Disadvantaged (CEED);
- counselling services;
- arrangements of appropriate work stations in support of a vocational rehabilitation program.

For further information on the initiatives listed above, contact:

Human Resources Secretariat
Employment Information Services Centre
1st Floor, Frost Building South
Queen's Park
Toronto, Ontario M7A 1Z5
(416) 965-6081
(416) 965-4343 (TDD)

Vocational Rehabilitation Services

The Ministry of Community and Social Services offers this program to provide a wide variety of services to enable persons vocationally disabled by physical, emotional, or intellectual disabilities to prepare for employment.

Services provided include vocational counselling and assessment, the provision of assistive devices, vocational training and job placement.

Vocational rehabilitation counsellors are situated in most of the Ministry's offices across the province. Applicants unable to get to a Ministry office may be visited at home. For further information, contact your area Ministry of Community and Social Services office listed on page 69 this guide.

Vocational Rehabilitation Workshops

The Ministry of Community and Social Services partially funds non-profit organizations to operate workshop programs that provide vocational assessment, training, and/or sheltered employment for disabled persons. For further information, contact the Ministry of Community and Social Services listed on page 69 of this guide.

Environmental Youth Corps Program

The Environmental Youth Corps Program provides opportunities for young people to work in a wide variety of projects that contribute to environmental protection, conservation, resource management and environmental awareness.

This program is available to disabled residents of Ontario between the ages of 15 and 29.

For further information, see Ontario Youth Hotline.

Youth Employment Programs

The Youth Employment Services Branch of the Ministry of Education administers employment preparation and access programs for youth. Offering important training and on-the-job experience, these programs provide year-round opportunities.

Most of the Ministry's youth programs are available to disabled persons up to age 29. For further information, contact:

Ontario Youth Hotline:
1-800-387-0777 (Toll-free)
1-800-387-0743 (Toll-free, TDD)

Employment Standards Act and Regulations

The Employment Standards Branch of the Ministry of Labour enforces the Employment Standards Act and Regulations which provide basic protection and standards for Ontario workers, including disabled persons.

Recorded messages referring to six specific employment standards are available to telephone inquirers from 5 p.m. to 8 a.m. on weekdays and 24 hours on weekends, throughout the province. Special numbers are listed in the blue pages of the telephone directory or can be obtained from the operator.

The booklet, A Guide to the Employment Standards Act, outlines the basic protections, in readable form. It can be ordered free of charge, from:

Ministry of Labour
Employment Standards Branch
4th Floor, 40 Dundas Street West
Toronto, Ontario M5G 2C2
(416) 326-7160
1-800-387-2965 (Toll-free, Voice/TDD)

Centre for Disability and Work

This program works to increase employment opportunities for disabled persons by:

- providing job-seekers with advice and referrals to community resources;
- supporting local employment projects initiated by agencies and self-help groups;
- providing employment equity consulting services to employers;
- undertaking research and pilot projects designed to help overcome barriers to employment;
- participating in conferences and seminars for organized labor, educators and health care professionals;
- providing information and resource materials, as well as making display units and information specialists available for province-wide events.

The following publications are of particular interest to persons with disabilities:

- Taking Aim: Job Search Strategies for People with Disabilities
- PROFILE: 34 People with Disabilities Talk About their Careers.

Each is available in English/French in print or on audio cassette.

For further information, contact:

Ministry of Labour
Centre for Disability and Work
10th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 326-7820
(416) 326-7561 (TDD)

Occupational Health and Safety Act

This legislation seeks to improve worker health and safety in Ontario workplaces.

The Health and Safety Support Services Branch of the Ministry of Labour's Occupational Health and Safety Division has the capability to provide work-related advice in the area of ergonomics (adapting the work environment, including equipment and machinery to suit the needs of the workers.)

For further information, contact the nearest office of the Ministry of Labour, or:

Ministry of Labour
Occupational Health and Safety Division
9th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 326-7900

Workers' Compensation Board of Ontario

The Workers' Compensation Board of Ontario provides financial compensation for wage loss as well as loss of enjoyment of life to workers who have suffered a permanent injury at work. The WCB's aim is to get injured workers back to work through timely medical and vocational rehabilitation programs.

Medical rehabilitation is provided in the worker's own community involving active treatment to restore the worker's pre- accident health. Vocational rehabilitation involves on-the-job training, workplace modification, academic upgrading, provision of prosthetic devices and other rehabilitation aids. Many workers have the right to be re-employed in their old job or may be eligible for re-training in a new position with the same company.

For further information and brochures on these services, contact the nearest WCB office listed on page 76 of this guide or:

Workers' Compensation Board
Communications Branch
2 Bloor Street East
Toronto, Ontario M4W 3C3
(416) 927-9555
Zenith 61700 (Toll-free)

Office of the Worker Advisor

The Office of the Worker Advisor (OWA) is available to all claimants for benefits under the Workers' Compensation Act for advice and representation in pursuing their claims under the Act.

The OWA represents injured workers at all decision-making and appeal levels of the Ontario workers' compensation system, including the Workers' Compensation Appeals Tribunal. The OWA has a head office in Toronto, with satellite offices in east and west Toronto, plus regional offices in Windsor, London, Kitchener, Hamilton, Ottawa, Sudbury and Thunder Bay. Services are available in both English and French, as well as a number of other languages.

For further information, contact:

Office of the Worker Advisor
Suite 509, 434 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-8570

Vocational and Psychiatric Rehabilitation Services

Offered at all ten provincial psychiatric hospitals, these services are designed to render psychiatrically disabled persons fit to engage in a substantially gainful occupation, as provided for under the Provincial/Federal Vocational Rehabilitation of Disabled Persons Act and Agreement. The majority of the hospitals offer these services to both in-patients and out-patients. Drop-in and recreation services are also offered.

The Ministry of Health also funds Community Mental Health Programs, which provide rehabilitation and vocational services. The focus of the programs is the reintegration of the psychiatric patient into the community. Through vocational or skills training, education or socialization, these programs aim to reduce functional deficits and assist the individual toward normal social roles and activities.

For further information on the hospital programs, contact:

Ministry of Health
Psychiatric Hospitals Branch
15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-6236

or contact the ten provincial psychiatric hospitals directly:

Brockville Psychiatric Hospital
Prescott Road, P.O. Box 1050
Brockville, Ontario K6V 5W7
(613) 345-1461

Hamilton Psychiatric Hospital
P.O. Box 505
Hamilton, Ontario L8N 3K7
(416) 388-2511

Kingston Psychiatric Hospital
P.O. Box 603
Kingston, Ontario K7L 4X3
(613) 546-1101

Lakehead Psychiatric Hospital
580 Algoma Street North
P.O. Box 2930
Thunder Bay, Ontario P7A 5J8
(807) 343-4100

London Psychiatric Hospital
850 Highbury Avenue,
P.O. Box 2532
London, Ontario N6A 4H1
(519) 455-5110

North Bay Psychiatric Hospital
P.O. Box 3010
North Bay, Ontario P1B 8L1
(705) 474-1200

Mental Health Centre, Penetanguishene
P.O. Box 5000
Penetanguishene, Ontario L0K 1P0
(705) 549-3181

Queen Street Mental Health Centre
1041 Queen Street West
Toronto, Ontario M6J 1H4
(416) 535-8501

St. Thomas Psychiatric Hospital
P.O. Box 2004
St. Thomas, Ontario N5P 3V9
(519) 631-8510

Whitby Psychiatric Hospital
700 Gordon Street, P.O. Box 613
Whitby, Ontario L1N 5S9
(416) 668-5881

For Information on the Community Mental Health Programs, contact:

Ministry of Health
Community Mental Health Branch
4th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 963-2757

Services to Small Business

The Ministry of Industry, Trade, and Technology provides counselling and assistance programs to any Ontarian starting a small business through a network of province-wide offices and associated agencies. These offices provide initial and continuing contact for small business assistance.

Local services are supplemented by seminars scheduled throughout Ontario and self-help publications available by mail order from Publications Ontario mentioned on page 10 of this guide or at a number of Business Self-Help Offices.

The Small Business Start-up Hotline

The Ministry of Industry, Trade and Technology's Small Business Start-up Hotline provides toll-free information on provincial assistance, local services and the rules and regulations affecting those wishing to start their own business. Call toll-free between 8:00 a.m. and 5:00 p.m., Monday to Friday at 1-800-387-6142, or the general inquiry numbers listed on page 69 of this guide.

Assistive Devices Program

The Assistive Devices Program (ADP) of the Ontario Ministry of Health provides financial assistance for the purchase of medically necessary equipment and supplies for those eligible residents of Ontario with long-term physical disabilities.

ADP will pay up to 75 per cent of the cost for people of all ages for ostomy supplies, including colostomy, urostomy, and ileostomy, prosthetic devices, including artificial limbs, eyes, and breasts, respiratory equipment, including ventilatory equipment, compressors, tracheotomy tubes, etc, wheelchairs, including power chairs, manual chairs, scooters, seating and other mobility devices and hearing aids.

Further expansion of ADP to cover incontinence supplies, orthotic devices, oxygen, visual and communication aids for people over age 25 will be phased in over the next few years.

Information concerning assistance with the portion of the cost not covered by ADP, or the cost of equipment not eligible for coverage under ADP, may be obtained from various voluntary agencies (e.g. Ontario March of Dimes, Cancer Society, Easter Seal Society, etc.), municipal social services departments, other provincial programs, or by contacting ADP directly, at:

Ministry of Health
Assistive Devices Program
6th Floor, 7 Overlea Boulevard
Toronto, Ontario M4H 1A8
(416) 963-1956
1-800-268-6021 (Toll-free)
1-800-268-6023 (Toll-free, TDD)

Genetic Services

Genetic services include pre-natal, biochemical, cytogenetic diagnostic services and genetic counselling. They are available in the province's five Health Science Centres, plus three community hospitals and two community clinics in Southern Ontario and four community clinics in Northern Ontario.

For further information and address and telephone number, see Infant Care.

Perinatal Care

The Ministry has established perinatal units in ten Ontario centres for the treatment of high-risk mothers and newborn babies.

For further information and address and telephone number, see Infant Care.

Infant Care

Two pamphlets are available on services to prevent disability in infants and children:

- Newborn Screening: ensuring a healthy start is about the early identification of infants with phenylketonuria(PKU) and congenital hypothyroidism(CH).
- Immunization – Their Best Protection promotes the need to immunize children against diptheria, tetanus, pertussis (whooping cough), polio, measles, rubella (German measles) and mumps.

For copies of these publications or further information on perinatal care or genetic services, contact your local municipal health unit or:

Ministry of Health
Communications and Information Branch
9th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101
or Zenith 69100

Psychiatric Hospital Programs

Psychiatric hospital programs provide a variety of services to adults in acute and long-term care, as well as out-patient services.

For further information and address and telephone number, see Out-patient Rehabilitation Centres.

Community Mental Health Programs

The Ministry of Health funds community-based programs for adults 16 years of age and over, in need of mental health, alcohol and drug addiction services. The programs are designed to reduce the frequency and duration of admissions to psychiatric facilities, and to treat patients in the community.

Funded under this initiative are services such as: prevention, rehabilitation, crisis, self-help, supportive housing, psychogeriatric, detoxification, assessment/referral, counselling/day treatment and residential treatment.

For further information and address and telephone number, see Out-Patient Rehabilitation Centres.

Chronic Hospitals and Chronic Units in Public Hospitals

Chronic care is available in hospitals throughout Ontario for those who have long-term illnesses or disabilities which cannot be treated at home.

Chronic care facilities provide patients with room, board and other basic necessities, in addition to required health care.

All chronic care patients, who are able, participate in activation programs designed to maintain physical activity and interest in the community.

With increased emphasis on rehabilitation in chronic care facilities, in-patient units provide multi-disciplinary programs for patients who have the potential for improvement.

For further information and address and telephone number, see Out-Patient Rehabilitation Centres.

Out-Patient Rehabilitation Centres

All adult out-patient rehabilitation centres provide comprehensive rehabilitation programs including pre-vocational assessment and some vocational training.

For further information on chronic care and out-patient centres, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-0928

Physical Medicine and Rehabilitation Services in Public Hospitals

Most large hospitals have rehabilitation departments which offer in-patient and out-patient therapy programs and counselling services.

Some general rehabilitation units provide multi-disciplinary programs for patients recovering from such conditions as multiple or severe fractures, stroke, amputation or neuromuscular conditions.

Public hospitals may refer more complex long-term rehabilitation cases to specialized rehabilitation units.

For further information and address and telephone number, see Acquired Brain Injury Treatment Centre.

Special Rehabilitation Units and Hospitals

These centres are regional and provide both in-patient and out-patient care. Services are similar to those of a general rehabilitation unit but patients usually have complicated problems requiring more specialized programs, including counselling and prevocational assessment. A number of centres specialize, for example, in spinal cord injuries, head injuries, amputations, or services for children.

For further information and address and telephone number, see Acquired Brain Injury Treatment Centre.

Geriatric Day Hospitals

Rehabilitation of sick and disabled elderly persons is available on an out-patient hospital basis within some rehabilitation departments.

Suitable patients who require two or more rehabilitation sub-specialties for two or more hours, two or more times a week, in a supportive environment which promotes remotivation, may be rehabilitated in a geriatric day hospital.

Geriatric day hospital programs are now available at more than 25 Ontario hospitals. Persons referred to the programs by their doctors must meet the criteria of the individual program.

For further information and address and telephone number, see Acquired Brain Injury Treatment Centre.

Acquired Brain Injury Treatment Centre

An in-patient program at Chedoke-McMaster Hospitals in Hamilton provides assessment of individuals with a head injury. The program will determine the appropriate placement and health care of these individuals.

If these needs cannot be met within the individual's local or regional area, Chedoke-McMaster will provide treatment until such time as referral to a local or regional service is possible.

For further information on special rehabilitation units and hospitals and on geriatric day hospitals, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-0928

Cleft Lip and Palate

The Ministry of Health will pay 75 per cent of the cost of a specialized dental treatment program for children and young adults up to 22 years of age, with severe dental dysfunction caused by or equivalent to cleft lip and palate. As well, the Ministry will pay 75 per cent of the costs of specialized dental treatment for adults who did not receive appropriate treatment for cleft lip and palate during childhood. To be eligible for assistance patients must register at a designated clinic of their choice and attend a multi-disciplinary assessment program.

For further information, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8161

Ontario Health Care

Ontario's health care system is sponsored by the provincial government. Eligible residents of Ontario are entitled to a wide range of benefits for medical, hospital, and other health care services.

In January of 1990, the old Ontario Health Insurance Plan (OHIP) changed. One of the major changes involved a conversion from the family-based system – where several family members shared one number – to one in which each person is assigned his or her own number.

Your New Health Card

You receive your new number after you have sent in your health card application form. The number on the health card works in much the same way as the old OHIP number did. With it, you are eligible for all of the benefits that Ontario's health care system offers.

By now you should have received your health card. If not, contact the Ministry of Health office in your area. You should also contact a Ministry office when:

- you change your address
- you change your name
- your card is lost or stolen
- the Canadian immigrant document which entitles you to remain in Canada has changed
- you are leaving Ontario permanently
- you will be outside Ontario for an extended period of time; that is, more than 6 months in a year.

Ministry of Health Offices

Barrie	(705) 726-0326 1-800-461-7597 (Toll-free)
Hamilton	(416) 521-7100 1-800-263-2197 (Toll-free from 416) 1-800-263-2187 (Toll-free from 519)
Kenora	(807) 468-2869 1-800-465-1141 (Toll-free)
Kingston	(613) 546-3811 1-800-267-0933 (Toll-free)
Kitchener	(519) 745-8421 1-800-265-2385 (Toll-free)
London	(519) 433-4561 1-800-265-4703 (Toll-free)
Mississauga	(416) 275-2730 1-800-387-9468 (Toll-free)
Ottawa	(613) 783-4400 1-800-267-1912 (Toll-free)

Owen Sound	(519) 376-6447 1-800-265-3190 (Toll-free)
Peterborough	(705) 743-2140 1-800-461-1934 (Toll-free)
St. Catharines	(416) 682-6658 1-800-263-4973 (Toll-free)
Sarnia	(519) 337-2348 1-800-265-1453 (Toll-free)
Sault Ste Marie	(705) 759-8598 1-800-461-2215 (Toll-free)
Sudbury	(705) 675-4010 1-800-461-4006 (Toll-free)
Thunder Bay	(807) 475-1351 1-800-465-5067 (Toll-free)
Timmins	(705) 264-5388 1-800-461-9829 (Toll-free)
Toronto	(416) 482-1111
Windsor	(519) 258-7560 1-800-265-4840 (Toll-free)

Sales Tax Exemptions

The purchase of the items listed below is exempt from provincial sales tax:

- artificial limbs and other prosthetic appliances or equipment defined by the minister;
- orthopaedic appliances;
- hearing aids and batteries for them;
- equipment designed solely for the use of people with visual impairments or physical disabilities.

The purchase of a motor vehicle used to transport someone with a permanent physical disability may be eligible for a sales tax rebate. The person with the disability, a family member or religious, charitable, or non-profit organization providing this transportation can apply for the rebate.

For further information or copies of the two guides, Exempt Items for the Disabled and Tax Refunds: Transportation for People with Physical Disabilities, contact your nearest Ministry of Revenue Retail Sales Tax office, listed in the blue pages of the telephone directory, or call the Ministry of Revenue's multilingual Information Centre, toll-free:

Metro Toronto	965-8470
All Other Areas	1-800-263-7965
French Language Inquiries	1-800-668-5821
TDD	1-800-263-7776

Family Benefits Allowance GAINS D

Through the Ministry of Community and Social Services, a monthly cash allowance and other benefits are available to individuals and families who are in need of long-term financial assistance and are elderly, disabled, blind or a parent raising children alone. Eligibility for an allowance is based on need. The amount of the allowance varies with the size of the family, age of

children, if applicable, living circumstances and other special needs.

A certain amount of employment earnings is allowed without affecting the cash allowance.

The Supports to Employment Program (STEP) under both the Family Benefits and General Welfare Acts ensures that persons who have earnings and receive Social Assistance will be financially better off for each dollar that they earn.

Supplementary Aid and Special Assistance

Municipalities administer the General Welfare Assistance program which allows them to assist those eligible under Supplementary Aid or Special Assistance with the consumer cost of such special items as prostheses and wheelchairs.

For further information on the two preceding programs, contact the nearest Ministry of Community and Social Services office, listed on page 69 of this guide.

Ontario Provincial Parks

The Ministry of Natural Resources publishes the Ontario Provincial Park Guide, which includes facilities and parks accessible to physically disabled persons.

The guide lists provincial parks having ramps for comfort stations. Additional signs are being added to assist disabled persons in using park facilities.

Park staff are trained to deliver services to disabled persons and group camping facilities are also being developed.

Design standards for future parks and recreational areas being developed by the Ministry ensure greater accessibility for physically disabled persons. Access to service buildings is being expanded through modified parking, boardwalks, ramps, grading and signs.

For a copy of Ontario Provincial Parks Guide or further information, contact the nearest district office of the Ministry of Natural Resources, or:

Ministry of Natural Resources
Public Information Centre – Parks
Room 1640, Whitney Block, Queen's Park
Toronto, Ontario M7A 1W3
(416) 965-3081
(416) 324-4841 (French Inquiry Number)

Recreation and Leisure

The Ministry of Tourism and Recreation offers a variety of programs and services which aid in developing increased involvement in sports, fitness and other recreational activities, for all persons.

The programs and services to provincial organizations are available from consultants located at the Head Office.

For further information, contact:

Sports	(416) 965-4591
Fitness	(416) 965-6311
Recreation	(416) 965-5665

Local and regional services are administered through Tourism and Recreation Operations offices located throughout the province. Consultants work with agencies and community groups on the design of these activities and also help in the creation of other sports and recreation programs for disabled persons with special needs.

Tourism and Recreation Operations offices have a wide variety of information and resources available. The Ministry's Resource Centre, located in Toronto, is also suited to provide information on all aspects of sport, recreation and other leisure activities. For further information, contact the nearest Tourism and Recreation Operations office listed on page 75 of this guide, or:

Ministry of Tourism and Recreation
Resource Centre
9th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-6763

Ontario Travel

Ontario Travel has information to assist physically disabled travellers. Accessibility information is being collected considering a variety of special needs. We encourage you to call our toll-free line so that our counsellors may assist you with the details you need to plan and enjoy travel throughout the province.

For further information on Ontario vacations, call:

1-800-ONTARIO
(668-2746)

(416) 965-4008 (Within Toronto)

(416) 965-6027 (TDD)
(Collect calls accepted)

For information in French
1-800-268-3736 (Toll-free)
(416) 965-3448 (Within Toronto)

Provincial Games for Disabled Persons

The Ministry provides funds for regional competitions in track and field, weight-lifting, archery, basketball, snooker and other events, leading to the annual Provincial Games for Disabled Persons. Successful regional competitors 11 years and older are eligible for the Provincial Games.

For further information, contact:

Sport for Disabled-Ontario
1220 Sheppard Avenue East
Willowdale, Ontario M2K 2X1
(416) 495-4164

Grants Program

Lottery funds are available to community groups for sports, fitness and recreation projects. Information is available through the regional offices of the Ministry of Tourism and Recreation, listed on page 75 of this guide.

Other Programs and Services

Consulting Services and financial support are provided to five provincial sports associations for persons with visual impairment, cerebral palsy, hearing impairment, amputees and those using a wheelchair.

In addition, staffing of a co-ordinating office at the Ontario Sports Centre is also provided. For further information, contact a Community Programs Office, or:

Ministry of Tourism and Recreation
Sports and Fitness Branch
8th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-4591

Sport for Disabled-Ontario
1220 Sheppard Avenue East
Willowdale, Ontario M2K 2X1
(416) 495-4164

Ontario Place

Ontario Place, the popular summer entertainment and recreational attraction in Toronto, is accessible to those using wheelchairs.

To obtain an accessibility map, or for further information, contact:

Ontario Place Corporation
955 Lakeshore Boulevard West
Toronto, Ontario M6K 3B9
(416) 965-7619

Exploring the Environment with Disabled Persons

A manual entitled Exploring the Environment with Disabled Persons, has been produced for the purpose of assisting leaders of disabled children to investigate the natural world.

The book is used mainly by Boy Scouts of Canada in their existing programs for disabled children.

The preface states that there are very few environmental education resource materials on today's market that encourage a person with limited environmental knowledge to work and learn with disabled youngsters out of doors.

Copies of the publication, which will be available after August, 1990 can be ordered from Publications Ontario, 880 Bay Street, Toronto, Ontario M7A 1N8. The price is $3.00. This publication is also available in braille.

The following six programs are offered or administered by the Ministry of Community and Social Services.

For further information, contact the nearest Ministry office, listed on page 69 of this guide.

Autistic Children and Adults

Autistic persons and their families are assisted by a variety of programs including some residential opportunities, assessment, individual family and support services and parent relief.

Services for Emotionally Disturbed Children and Youth

Approved agencies and Regional Centres for emotionally disturbed children and youth have been set up across the province to provide numerous services including emergency services, out-patient and in-patient care, therapeutic day care and community services.

Child Care Services

The Ministry licenses child care centres, nursery schools and private home daycare agencies.

Some of these services provide care for disabled and non-disabled children on an integrated basis. Although the Ministry is encouraging the development of integrated child care services, there are a small number of centres that are for the exclusive use of developmentally or physically disabled children.

For further information, contact your nearest Ministry of Community and Social Services office listed on page 69 of this guide.

Disabled Children's Benefits

A monthly allowance, to assist with extraordinary costs, is available to families caring for a severely disabled child in the home. Drug and dental coverage is also provided.

Children under the age of 18, with a severe disability which results in a functional loss, may be eligible. The amount of cash benefit is based on the extraordinary costs associated with the disability and the family's financial circumstances.

For further information, contact your nearest Ministry of Community and Social Services office, listed on page 69 of this guide.

Special Services at Home

The Special Services at Home program was established to help parents whose developmentally disabled child lives at home with them.

Special Services at Home is a program of financial assistance to enable a child to receive necessary services at home which are not available in the community. It may include the provision of services to assist in the activities of daily living, behaviour management and respite care.

For further information contact your nearest Ministry of Community and Social Services office, listed on page 69 of this guide.

Child Welfare Services

Children's Aid Societies have responsibility for the protection of children from abuse and neglect situations. They also assist families with child raising responsibilities by providing a range of support services.

Many families seeking help have children with disabilities of ; learning, mental, emotional or physical nature.

Adoption services make a special effort to find homes for disabled children. Both the newspaper column, Today's Child and the availability of subsidized adoptions contribute to satisfying the needs of children with disabilities. For further information, contact the nearest Ministry of Community and Social Services office, listed on page 69 of this guide.

Children's Treatment Centres

On an out-patient basis, the centres provide multi-disciplinary co-ordinated programs, including education, counselling and other rehabilitation services for physically disabled children, from infancy to 19 years, and in some cases to 21 years.

The services are designed to assist each child in reaching his or her greatest level of achievement in his or her own community.

For further information, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8174

Transit Office

The Ministry of Transportation provides funding to municipalities which offer transportation services to physically disabled persons who are either unable to walk 175 m., or unable to board regular transit vehicles.

The Ministry also makes substantial funds available to municipalities to improve accessibility to existing transit systems for ambulatory disabled persons as well as those with visual/hearing impairments.

To obtain the publication entitled, Policy Summary for Specialized Transit Services or further information regarding these programs, contact:

Ministry of Transportation
Transit Office
3rd Floor, West Tower, 1201 Wilson Avenue
Downsview, Ontario M3M 1J8
(416) 235-4010
(416) 235-4986 (TDD)

Municipal Parking Programs and the Disabled Person Parking Permit

Municipalities have the authority to implement and enforce on-street and off-street parking for disabled persons. Under the authority of the Municipal Act, municipalities can pass bylaws providing for special parking, standing or stopping; and can require parking lot owners or operators to provide special parking areas.

From May 1,1990, the provincial Disabled Person Parking Permit will be available free of charge to eligible applicants, while disabled symbol licence plates will no longer be issued. The portable Disabled Person Parking Permit, as well as the disabled symbol device of other jurisdictions will be recognized by any municipality for the purposes of special parking or stopping as allowed by local bylaw. Disabled symbol licence plates and municipal permits will not be recog-

nized for special parking or stopping after November 1,1990.

For further information regarding the Disabled Person Parking Permit, contact your local Ministry of Transportation Driver and Vehicle Licence Office. Full information on municipal regulations is available from the Clerk of the municipality listed in the blue pages of the telephone directory.

Motor Vehicle Safety Inspection Program

The safety inspection program, available throughout Ontario, makes it mandatory for a bus or van transporting physically disabled passengers to undergo inspection. The vehicle must display a vehicle inspection sticker as evidence that it has been inspected and complies with the safety requirements set out in Ontario Regulation 483 of the Highway Traffic Act.

For further information, contact your local Ministry of Transportation, Drivers and Vehicles District Office listed in the blue pages of the telephone directory.

Co-ordinator, Transportation for Disabled and Elderly Persons

This unit co-ordinates Ministry activities on various matters related to transportation for disabled and elderly persons, promotes new initiatives and facilitates public contact with the most appropriate office within the Ministry.

The co-ordinator can be contacted at:

Ministry of Transportation
Municipal Transportation Policy
Planning Branch
3rd Floor, West Tower, 1201 Wilson Avenue
Downsview, Ontario M3M 1J8
(416) 235-5206 (Voice)
(416) 235-4986 (TDD)

Vehicles for Personal Use

A publication, Guide for Disabled Drivers in Ontario, jointly prepared by the Ministry of Transportation and the Ontario Office for Disabled Persons deals with subjects including:

- what is the right equipment for you;
- where to buy equipment;
- where to get driving instruction;
- how to choose the right vehicle;
- information on the portable parking permit.

It is available from:

Ministry of Transportation
Communications Services Branch
(416) 235-2771
(416) 235-4902 (TDD)
and
Ontario Office for Disabled Persons
(416) 326-0111 (Voice/TDD)
1-800-387-4456 (Toll-free, Voice/TDD)

Northern Development Officers

In 27 Northern Ontario communities and approximately 40 satellite communities, the Ministry of Northern Development and Mines provides information on all Ontario Government programs and services. If disabled persons require assistance with government, the Northern Development Officers will assist and, if necessary, make visits to homes.

For further information, contact the nearest office in your vicinity, listed on page 74 of this guide.

Office for Senior Citizens' Affairs

The Office for Senior Citizens' Affairs meets regularly with groups and organizations that represent and serve Ontario's senior citizens. It ensures that Ontario's government ministries consider the needs of seniors when developing policies or programs. The Office also develops various educational programs and materials that help communities, organizations and businesses better understand and respond to seniors' needs. The Office for Senior Citizens' Affairs produces the following publications:

- The Guide for Senior Citizens (Available in Chinese, English, French, Greek, Italian, Polish, and Portuguese and on audio cassette)
- Directory of Accommodation for Seniors in Ontario
- Planning Events: Tips for Seniors

For further information on the Office for Senior Citizens' Affairs, contact:

Office for Senior Citizens' Affairs
6th Floor, 76 College Street
Toronto, Ontario M7A 1N3
(416) 965-5106
1-800-267-7329 (Toll-free)

Ontario Office for Disabled Persons

The Office for Disabled Persons provides information on programs and services available through various government ministries and from other levels of government and the community.

Qualified personnel will also assist disabled persons and their families in reaching the appropriate ministry/agency.

For further information, contact:

Ontario Office for Disabled Persons
2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0111 (Voice/TDD)
1-800-387-4456 (Toll-Free, Voice/TDD)

Freedom of Information and Protection of Privacy Act

The Freedom of Information and Protection of Privacy Act allows access to a wide range of government information, while at the same time protecting personal information about individuals.

All government ministries and agencies have a Freedom of Information Co-ordinator who can help you find the information you want.

For information on how to make use of the act, write:

Freedom of Information and Privacy Branch
Management Board Secretariat
18th Floor, 56 Wellesley Street West
Toronto, Ontario M7A 1Z6
(416) 586-2031

Office of the Ombudsman

The Ombudsman Act empowers the Ombudsman to resolve disputes by investigating concerns raised by the public with the actions of provincial government organizations.

For further information, contact:

Ombudsman Ontario
125 Queen's Park
Toronto, Ontario M5S 2C7
(416) 586-3300
1-800-263-1830 (Toll-free, Voice/TDD)

or, contact the district offices listed on page 77 of this guide.

Ontario Government

Toronto – Citizens' Inquiry Bureau ..... (416) 965-3535
Ottawa – Access Ontario. ..... (613) 238-3630
London ..... (519) 675-7729
Sudbury ..... (705) 675-4574
Thunder Bay ..... (807) 475-1110

From other parts of Ontario, dial zero and ask for Zenith Ontario. For general information in French on Ontario Government Programs, call the Office of Francophone Affairs at 1-800-268-7507. From area code 807 only, call (416) 965-3865. (Collect calls accepted)

Ontario Government TDD Numbers

A Telecommunications Device for the Deaf, or TDD, is a device that enables deaf and speech impaired people to communicate by telephone. The Visual Ear, the Superprint, the Minicom, and the Inteletype are types of Telecommunications Devices for the Deaf.

Provincial Government Inquiries:
Ontario-wide 1-800-268-7095
Toronto ..... (416) 965-5130
Ottawa. ..... (613) 787-4043

Ministry of the Attorney General ..... (416) 326-4011

Ministry of Citizenship
Ontario Human Rights Commission ..... (416) 965-6871
1-800-387-9080

Ministry of Community and Social Services
Barrie ..... (705) 737-1311
Hamilton ..... (416) 521-7280
Kingston ..... (613) 545-0539

London ..... (519) 438-5111
Mississauga ..... (416) 897-3100
North Bay ..... (705) 474-3540
Ottawa ..... (613) 234-1188
Peterborough ..... (705) 742-9292
Sudbury ..... (705) 675-4515
Thunder Bay ..... (807) 475-1345
Toronto ..... (416) 965-1433
Waterloo-Kitchener ..... (519) 886-4700
Windsor ..... (519) 254-1651

Ministry of Consumer and Commercial Relations

Consumer Information Centre .. (416) 326-8566

Ministry of Health

Assistive Devices Program 1-800-268-6023

Human Resources Secretariat .. (416) 965-4343

Ministry of Labour

Centre for Disability and Work ..... (416) 326-7561

Ontario Office for Disabled Persons ..... (416) 326-0111
1-800-387-4456

Ministry of Revenue 1-800-263-7776

Ministry of Education 1-800-263-2892

Ministry of Tourism and Recreation ..... (416) 965-6027

Ministry of Transportation .... (416) 235-4902

Workers' Compensation Board 1-800-387-0050

Ministry of Community and Social Services

Northern Ontario Area Offices

Sudbury.....(705) 675-4515
Thunder Bay.....(807) 475-1345
North Bay.....(705) 474-4452

District Offices

Timmins.....(705) 267-7901
Sault Ste. Marie.....(705) 759-8244
Sudbury.....(705) 675-4515
North Bay.....(705) 474-3540
Thunder Bay.....(807) 475-1515
Kenora.....(807) 468-3056

Central Ontario Area Offices

Toronto.....(416) 965-1433
Barrie.....(705) 737-1311
Mississauga.....(416) 897-3100

Southeastern Ontario Area Offices

Kingston.....(613) 545-0539
Peterborough.....(705) 742-9292
Ottawa.....(613) 234-1188

Southwestern Ontario Area Offices

Hamilton.....(416) 521-7280
London.....(519) 438-5111
Waterloo.....(519) 886-4700
Windsor.....(519) 254-1651

Ministry of Industry, Trade and Technology

Brockville.....(613) 566-3705
Hamilton.....(416) 521-7783
Kingston.....(613) 545-4444
Kitchener.....(519) 744-6391
London.....(519) 433-8105
North Bay.....(705) 472-9660

Orillia ..... (705) 325-1363
Ottawa ..... (613) 566-3703
Owen Sound ..... (519) 376-3875
Peel ..... (416) 279-6515
Peterborough ..... (705) 742-3459
Sarnia ..... (519) 332-5030
Sault Ste. Marie ..... (705) 945-8300
Sudbury ..... (705) 675-4330
Thunder Bay ..... (807) 475-4008
Timmins ..... (705) 264-5393
Toronto ..... (416) 491-7680
Windsor ..... (519) 252-3475

Ministry of Health

These Ministry of Health Home Care Program offices are responsible for the delivery of acute and chronic home care services, as described on page 20. The offices are also responsible for providing information on the Assistive Devices Program, mentioned on page 44. For further information, contact your nearest Home Care office:

Belleville ..... (613) 966-3530
Brampton ..... (416) 791-9400
Brantford ..... (519) 759-7752
Brockville ..... (613) 345-0060
Burlington ..... (416) 639-5141
Chatham ..... (519) 351-9780
Clinton ..... (519) 482-3411
Cornwall ..... (613) 933-1375
Fort Frances ..... (807) 274-8561
Guelph ..... (519) 823-2550
Hamilton ..... (416) 523-8600
Huntsville ..... (705) 789-6451

Kenora	(807) 468-6491
Kingston	(613) 384-7090
Kirkland Lake	(705) 567-9355
Lindsay	(705) 324-9165
London	(519) 663-5410
Midhurst	(705) 726-0100
Mississauga	(416) 820-3541
Newmarket	(416) 895-1240
North Bay	(705) 474-1400
Oshawa	(416) 723-8531
Ottawa	(613) 745-5525
Owen Sound	(519) 371-2112
Parry Sound	(705) 746-9351
Pembroke	(613) 735-4133
Peterborough	(705) 743-2212
Sarnia	(519) 336-8112
Sault Ste. Marie	(705) 949-1650
Simcoe	(519) 426-7400
St. Catharines	(416) 684-9441
St. Thomas	(519) 631-9907
Stratford	(519) 273-2010
Sudbury	(705) 522-3460
Thunder Bay	(807) 475-5232
Timmins	(705) 267-1181
Toronto	(416) 229-2929
Waterloo	(519) 886-8160
Whitby	(416) 430-3308
Windsor	(519) 253-4612
Woodstock	(519) 539-1284

If there is not a Home Care office in your area, contact the Ministry of Health, directly, at (416) 963-1360 or (416) 965-1364, or dial zero and ask for Zenith 69100

Ministry of Housing Regional Housing Programs Offices

Hamilton	(416) 521-7500 1-800-263-8295
London	(519) 679-7110 1-800-265-4733
Ottawa	(613) 820-8305 1-800-267-6108
Sudbury	(705) 560-6350 1-800-461-1190
Thunder Bay	(807) 475-1465 1-800-465-5015
Toronto	(416) 225-1211 1-800-668-0208

Ministry of Natural Resources

Northern Region (Area Code 705)

Chapleau	864-1710
Cochrane	272-4365
Gogama	894-2000
Hearst	362-4346
Kapuskasing	335-6191
Swastika (Kirkland Lake)	642-3222
Moosonee	336-2987
Timmins	267-7951

North Central Region (Area Code 807)

Geraldton	854-1030
Nipigon	887-2120
Terrace Bay	825-3205
Thunder Bay	475-1471
Atikokan	597-6971

Northeastern Region (Area Code 705)

Blind River	356-2234
Espanola	869-1330

Sudbury 522-7823
Temagami 569-3622
North Bay 474-5550
Sault Ste. Marie 949-1231
Wawa 856-2396

Northwestern Region (Area Code 807)

Dryden 223-3341
Fort Frances 274-5337
Ignace 934-2233
Kenora 468-5468
Red Lake 727-2253
Sioux Lookout 737-1140

Algonquin Region — Algonquin Park District

Whitney . . . . . (613) 637-2780
Bancroft . . . . . (613) 332-3940
Bracebridge . . . . . (705) 645-8747
Minden . . . . . (705) 286-1521
Parry Sound . . . . . (705) 746-4201
Pembroke . . . . . (613) 732-3661

Central Region

Cambridge . . . . . (519) 658-9355
Maple . . . . . (416) 832-2761
Lindsay . . . . . (705) 324-6121
Niagara District (Fonthill) . . . . . (416) 892-2656
Huronia District (Midhurst) . . . . (705) 728-2900

Eastern Region (Area Code 613)

Cornwall 933-1774
Napanee 354-2173
Tweed 478-2330
Brockville 342-8524
Carleton Place 257-5735

Ministry of Northern Development and Mines Northern Development Officers

Southwestern Region (Area Code 519)

Chatham	354-7340
Simcoe	426-7650
Aylmer	773-9241
Owen Sound	376-3860
Wingham	357-3131

Northeastern Ontario (Area Code 705)

Blind River	356-2226
Chapleau	864-1515
Cochrane	272-4274
Elliot Lake	848-7133
Espanola	869-1532
Hearst	362-4358
Iroquois Falls	232-4001
Kapuskasing	335-6008
Kirkland Lake	567-3291
Mindemoya	377-5396
Moosonee	336-2991
New Liskeard	647-7391
North Bay	472-3911
Parry Sound	746-4296
Sturgeon Falls	753-2900
Wawa	856-2354

Northwestern Ontario (Area Code 807)

Atikokan	597-2701
Dryden	223-5231
Fort Frances	274-5329
Geraldton	854-0266
Ignace	934-2260
Kenora	468-5548

Marathon. 229-1153
Rainy River 852-3287
Red Lake. 727-2870
Sioux Lookout. 737-1318
Thunder Bay 475-1425

In outlying areas, dial zero and ask for Zenith 33160 (Toll-free)

Ministry of Revenue

Metro Toronto. 965-8470
All Other Areas 1-800-263-7965
French Language Inquiries . . . 1-800-688-5821
Telephone Device for the Deaf . 1-800-263-7776

Northern Ontario residents may also contact their nearest Northern Affairs Officer or ask the operator for Zenith 33160 (Toll-free)

Ministry of Tourism and Recreation

Northwestern Region (Area Code 807)

Thunder Bay	
623-5592	1-800-465-6861
Kenora	
468-6481	1-800-465-1108
Fort Frances	
274-3259	1-800-465-7791
Dryden	
223-2271	1-800-465-7208
Sault Ste. Marie	
942-3751	1-800-461-2409

Northeastern Region (Area Code 705)

North Bay	
474-3821	1-800-461-9563
Sudbury	
675-4346	1-800-461-4004

Timmins
267-7117 Zenith 8-1610
Huntsville 789-4448

Eastern Region

Brockville
(613) 342-5522 1-800-267-8138
Kingston
(613) 545-4350 1-800-267-0225
Ottawa
(613) 566-3725 1-800-267-9340
Peterborough
(705) 748-3711 1-800-461-7629

Southern Region

Toronto (416) 965-0283
St. Catharines
(416) 684-2345 1-800-263-2441
Barrie
(705) 737-3301 1-800-461-4499
Hamilton (416) 521-7244
London
(519) 679-7156 1-800-265-4730
Windsor
(519) 256-4919 1-800-265-1330
Kitchener
(519) 578-3600 1-800-265-6361
Hanover
(519) 364-1626 1-800-265-5520

Workers' Compensation Board

Regional Offices

Hamilton . . . . . (416) 523-1800
London . . . . . (519) 663-2331
Ottawa . . . . . (613) 238-7851
Sudbury . . . . . (705) 675-9301

Thunder Bay . . . . . (807) 343-1710
Windsor . . . . . (519) 966-0660

Area Offices
Kingston . . . . . (613) 544-9682
Kitchener . . . . . (519) 576-4130
North Bay . . . . . (705) 472-5200
St. Catharines . . . . . (416) 687-8622
Sault Ste. Marie . . . . . (705) 942-3002
Timmins . . . . . (705) 267-6427

Ombudsman Ontario District Offices

Kenora . . . . . (807) 468-2851
London . . . . . (519) 675-7741
North Bay . . . . . (705) 476-5800
Ottawa . . . . . (613) 239-1487
Sault Ste. Marie . . . . . (705) 759-2871
Sudbury . . . . . (705) 671-9880
Thunder Bay . . . . . (807) 345-9235
Timmins . . . . . (705) 268-2161
Windsor . . . . . (519) 977-8006

The Ontario Office for Disabled Persons, publisher of this guide, is grateful to the many organizations working with disabled persons for their assistance in the distribution of this publication.

For further copies of this guide, which is available in French, Chinese, Greek, Italian, Portuguese and on audio cassette, contact:

Ontario Office for Disabled Persons
2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 326-0110 (Voice/TDD)
1-800-387-4456 (Toll-free, Voice/TDD)

version française disponible
1-800-387-4456
(Sans frais, voix-ATM.)

Queen's Printer for Ontario, 1990
ISBN 0-7729-7140-4